

## **Submission to Queensland Floods Commission of Enquiry**

As a home owner in Brisbane with a house flooded to a level, 3 tiles above the roof gutters, I am extremely disappointed with the attitude and performance of the insurance and banking industries. Self regulation of these industries is not working fairly for the consumer.

My house was insured for a value sufficient to cover full replacement if it was considered unrepairable. This insurance cover included Flood Damage should it be caused by river flooding and the Insurer is not disputing this.

Following the flood on 11/12 January my wife was able to go back to the house on Saturday 15 January and on this day and Sunday 16 she was able to complete basic clean up with the assistance of the generous team of volunteers. During and after this clean-up she took extensive photographs of the property and documented completely the damage caused and debris removed. This evidence together with a complete inventory of the property before the flood was included with the insurance claim submitted to my insurer by Friday 21 January. Their assessor went on site to complete assessment during the week of 24 January. Since this time despite my regular follow up no claim settlement has occurred.

The insurer Calliden (via their claims manager Claim Services Australia - CSA) initially engaged MCS to provide advice on repairability of the property and they advised it could not be repaired and that demolition and rebuilding was necessary. CSA then engaged a second building company Pattersons and they provided a repair estimate which excluded many parts of the required repair costs, fixtures, fittings and contents. This estimate provided a reduction of costs for the insurer of almost \$70,000. Following discussion with CSA in which it was verbally agreed (with confirmation documented) to seek additional quotes and advice on repair verses rebuild, no progress has been made and telephone calls to CSA are rarely returned. The attitude and performance is very poor and unfair. Will the Commission of Enquiry force these companies to operate fairly?

Recently the ANZ Bank has requested I immediately refund to them \$120,000 of my mortgage loan based on their belief that the house has no residual value and that their security is now the land only. I consider this attitude is insensitive, bureaucratic and does not take account of the value of their security assuming the insurance company eventually treats me fairly. Will the Commission of Enquiry force the Bank to operate fairly?

In discussion with the Brisbane City Council I understand that the proposed building standards in areas such as Yeronga will require raising habitable floor levels considerably. This is sensible and I would want to do this if I was able to take the rebuild option. However I also understand that changes, in height of floor above ground, will obviously require the overall building height to be raised and the Council will require special building approval for this to occur. This process hopefully should not add to cost and not create excessive time delay. Will the Commission recommend that the Council corrects this situation?